

# BIRESH KUMAR RAM

## CONTACT



Street no. 03, Near Metro Station Sector 59, Mamura, Sector 66, Noida, UP, 201307

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## PERSONAL DETAILS

Date of Birth : 02/01/1997

Marital Status : Married

Nationality : Indian

Religion : Hindu

Gender : Male

Father Name : Pasuram Rai

## SKILLS

US Healthcare & Medicare Knowledge



International Chat and Email Support



CRM tools: Salesforce & LivePerson



Proficient in using healthcare management software and databases.



Strong understanding of hospital billing, claims, reimbursement processes, appeal.



## OBJECTIVE

To obtain a position in a dynamic organization where I can utilize my expertise in international chat operations and real-time customer chat support in the US healthcare domain to deliver exceptional service. I aim to contribute to organizational growth while continuously enhancing my professional skills and taking on new challenges.

## EXPERIENCE

**Optum Global Solutions India Pvt.Ltd. (UnitedHealth Group) payroll- ETeam- Gurugram** Sept 2025 - March 2026

Chat Support Advocate- United Healthcare

- Delivered high-quality chat support to UnitedHealthcare Medicare members, resolving inquiries on plan enrollment, medicare plan coverage, Physician In-Network & Out of Network, claims, prior authorizations, reimbursements, appeals, and Medical billing while consistently meeting KPIs such as NPS, UES, & quality.

**Concentrix Daksh Services India Pvt. Ltd. - Gurugram** July 2023 - Dec 2024

Advisor I, Chat Support

- Provided real-time chat support to international customers (North America & Canada) for Uber Eats.
- Resolved issues related to online food orders, payments, refunds, and delivery delays. Managed 70+ chats per day while maintaining accuracy and csat.

## EDUCATION

**Bachelor of Commerce (B.Com)** 2018

Mahatma Gandhi Kashi Vidyapeeth University- Varanasi

**12th Commerce** 2015

St Joseph's School- Varanasi

**10th** 2013

St Joseph's School- Nagaland